

Fig. 1

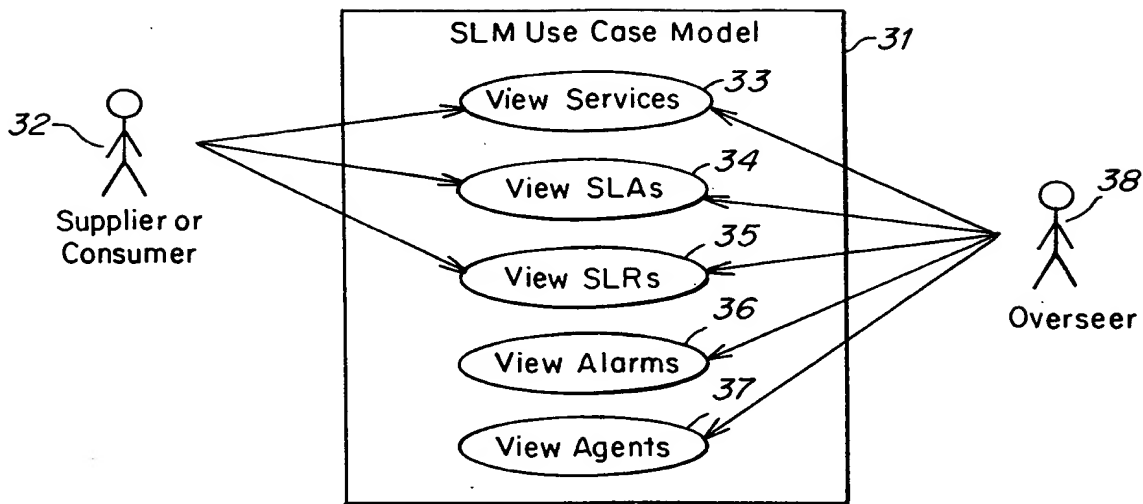


Fig. 2

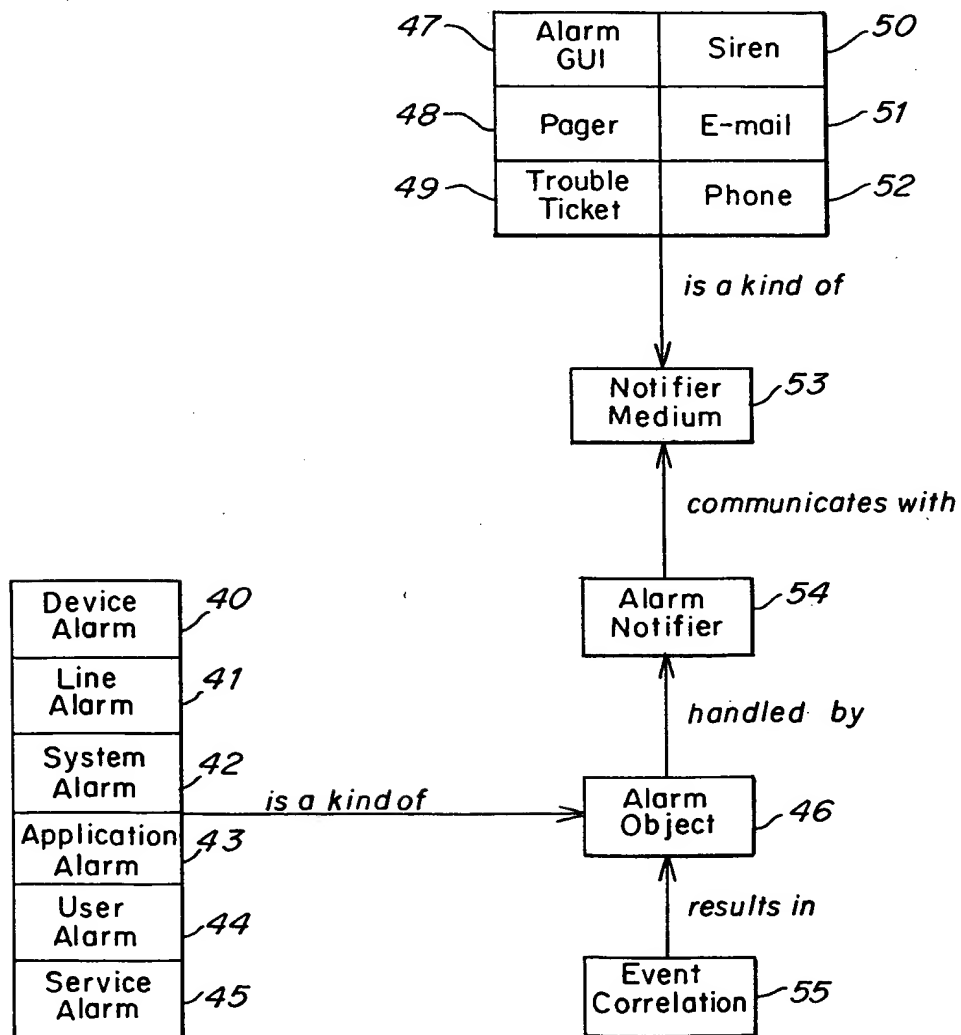
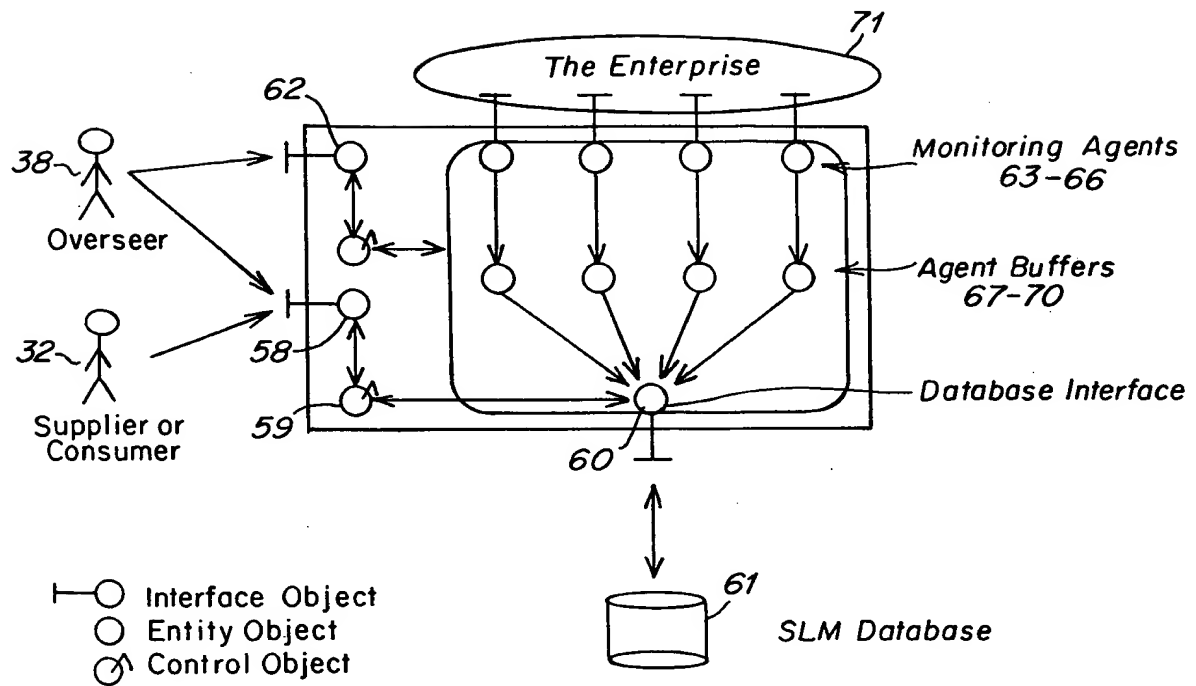
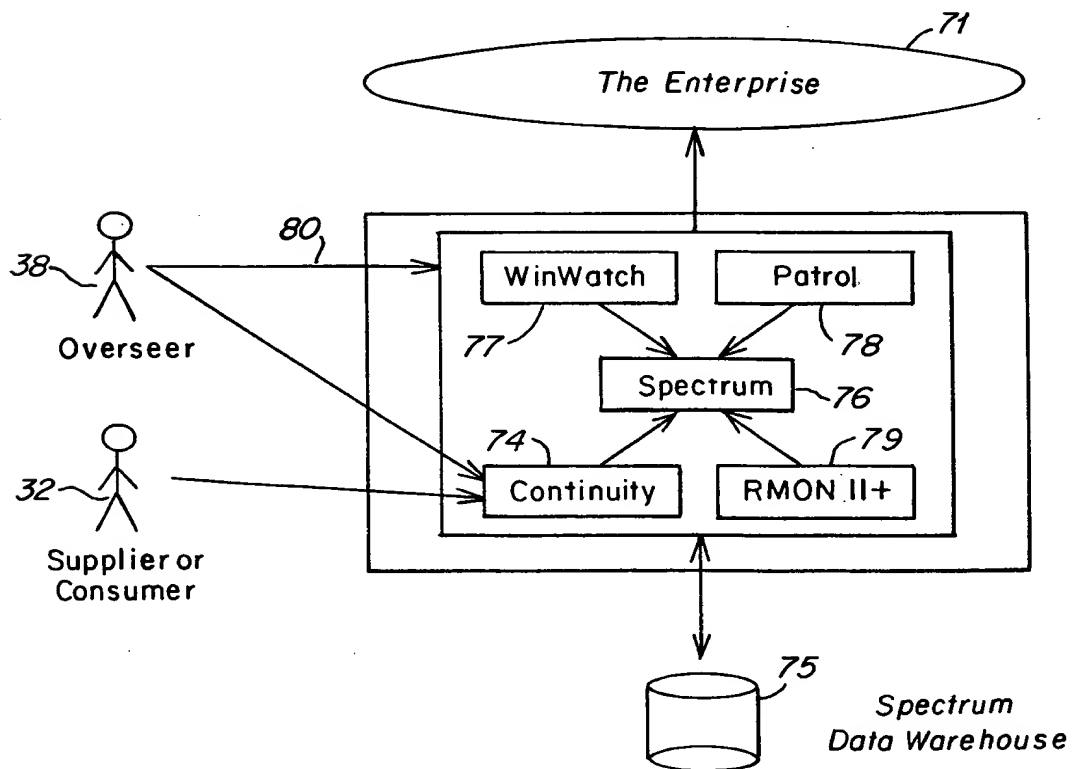
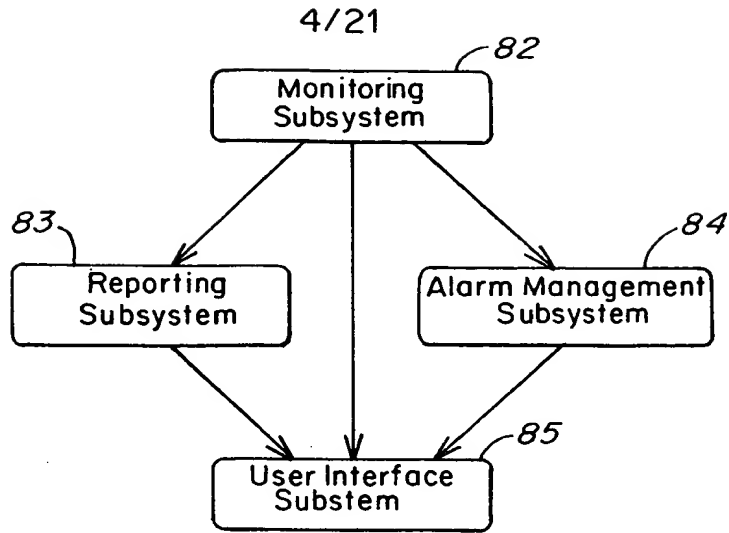
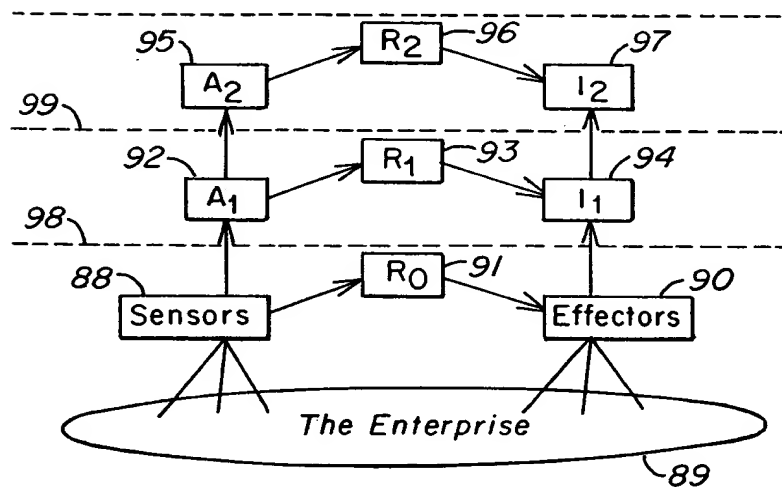


Fig. 3

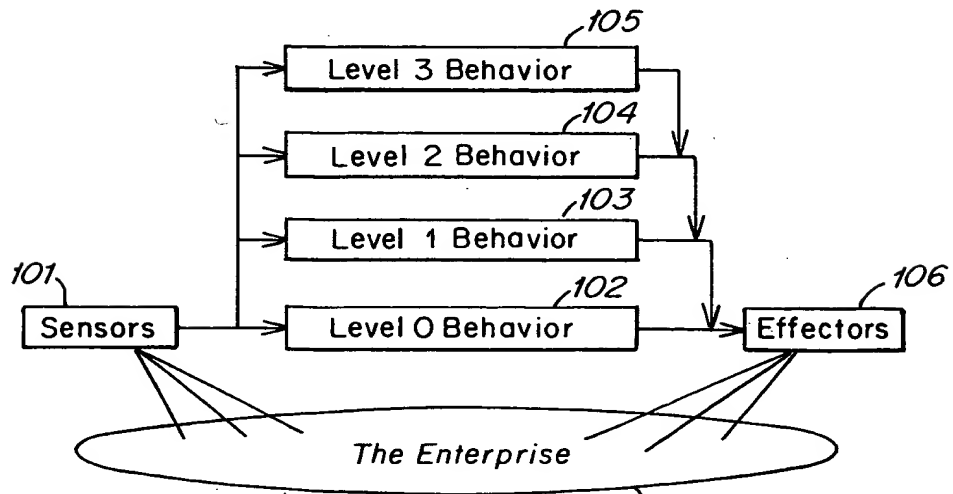
**Fig. 4****Fig. 5**



*Fig. 6*



*Fig. 7*



*Fig. 8*

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Level 2 Abstraction,  
Reasoning, Instruction

Level 1 Abstraction,  
Reasoning, Instruction

Level 0 Abstraction,  
Reasoning,  
Instruction

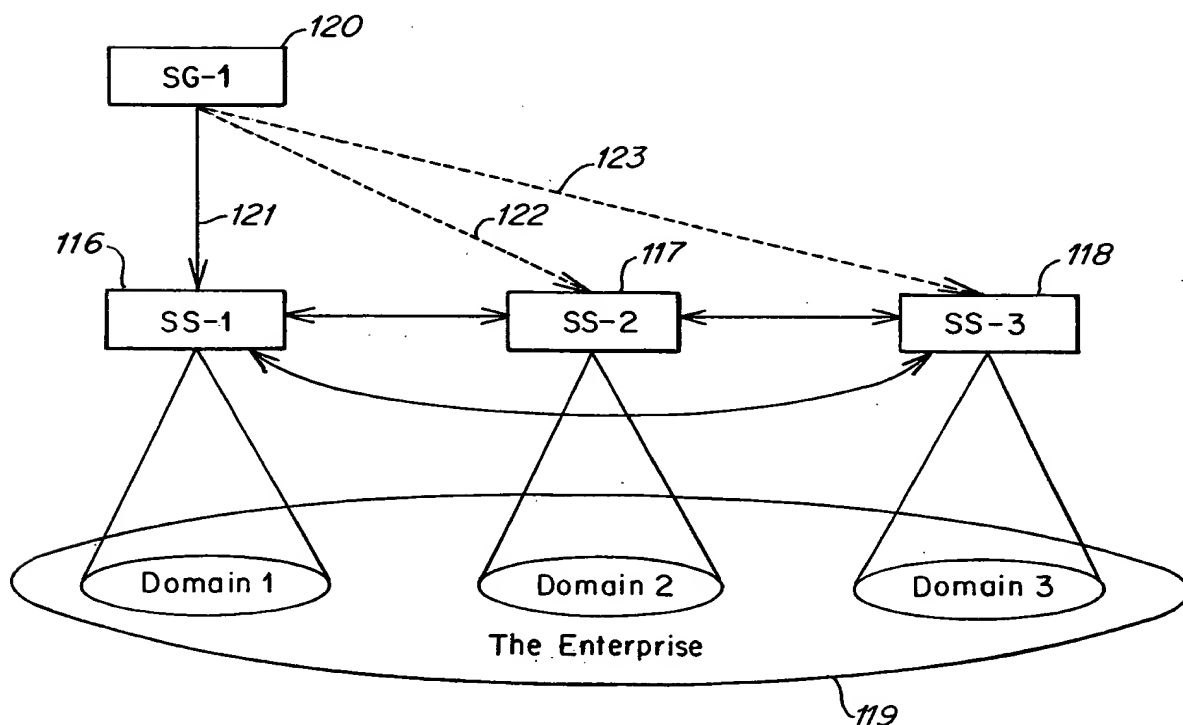
Monitoring

Auto  
Control

Human  
Control

The Enterprise

**Fig. 9**



**Fig. 10**

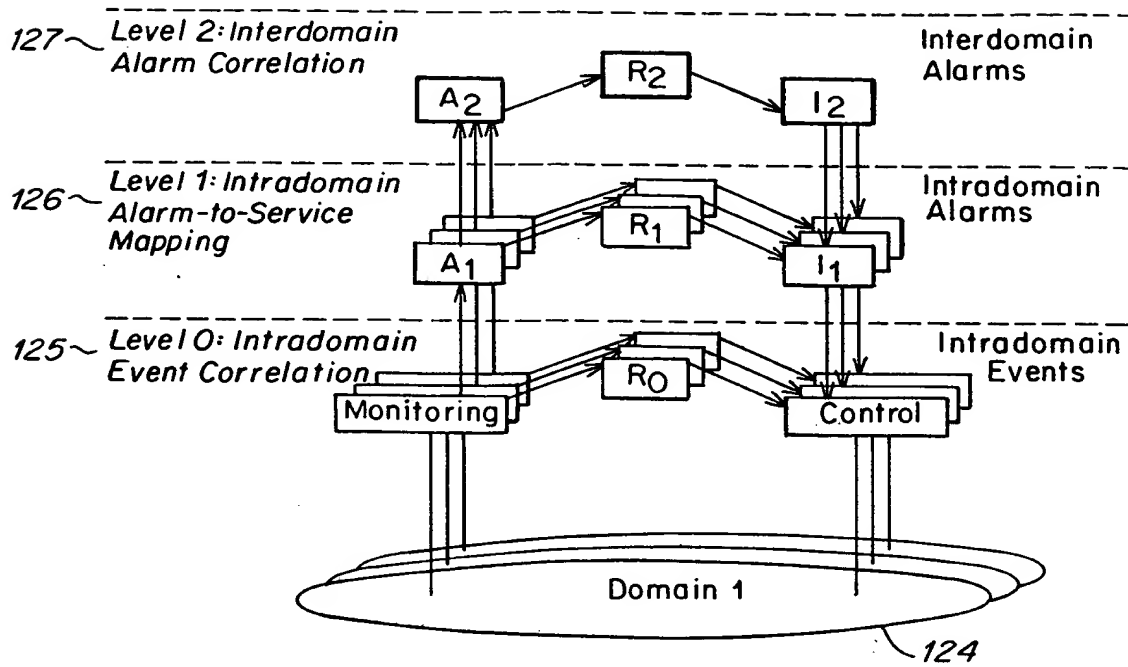


Fig. 11

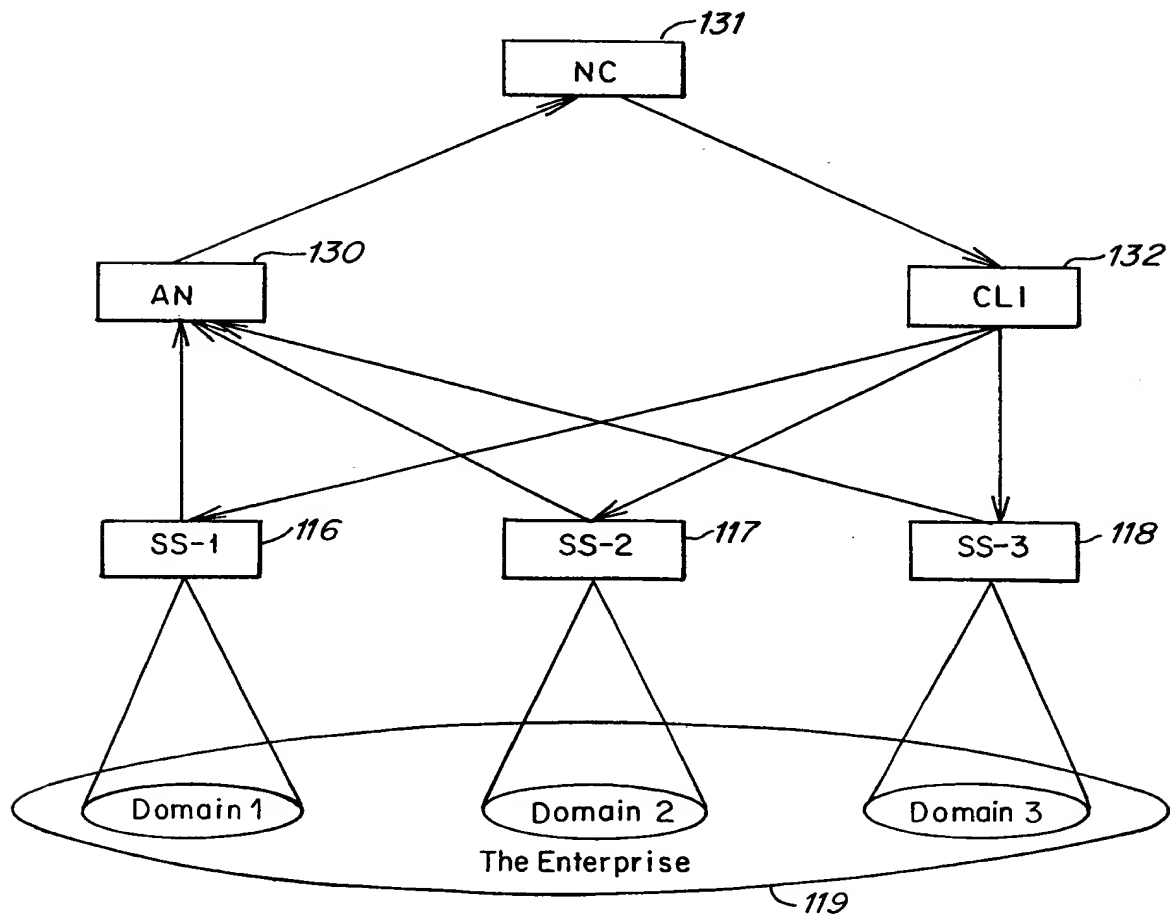
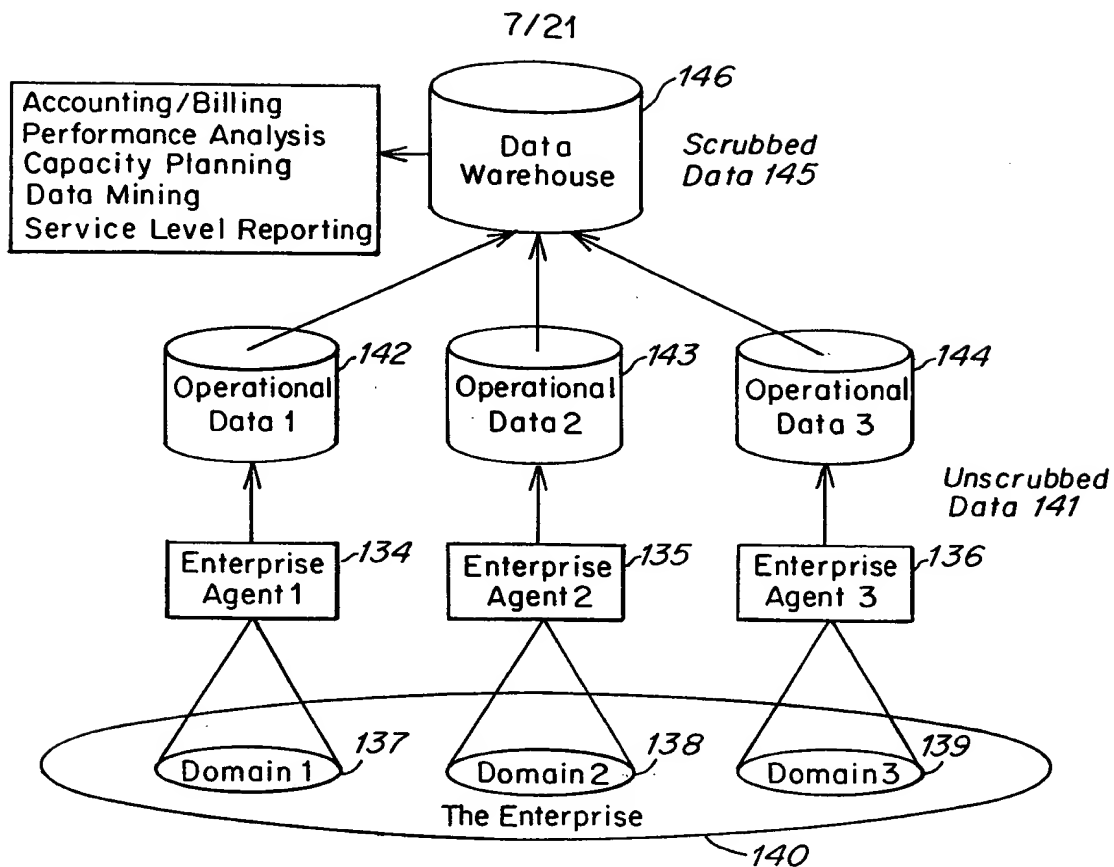
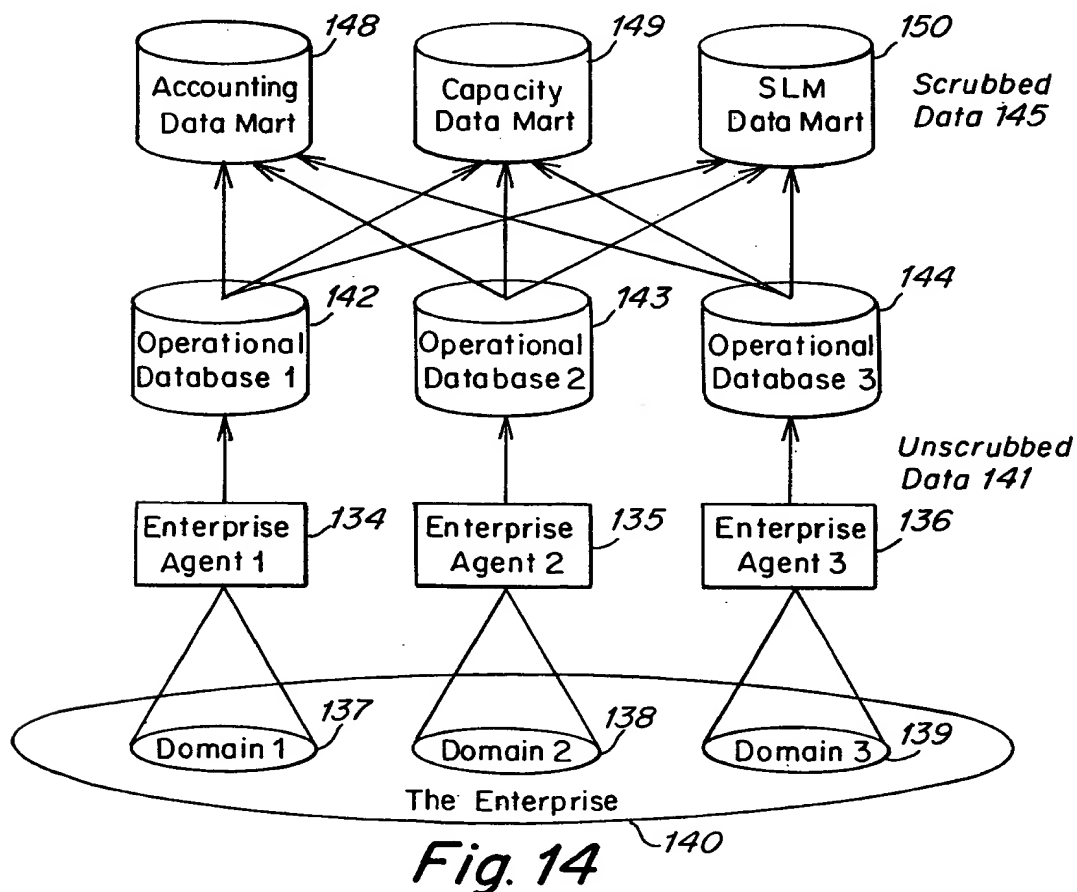


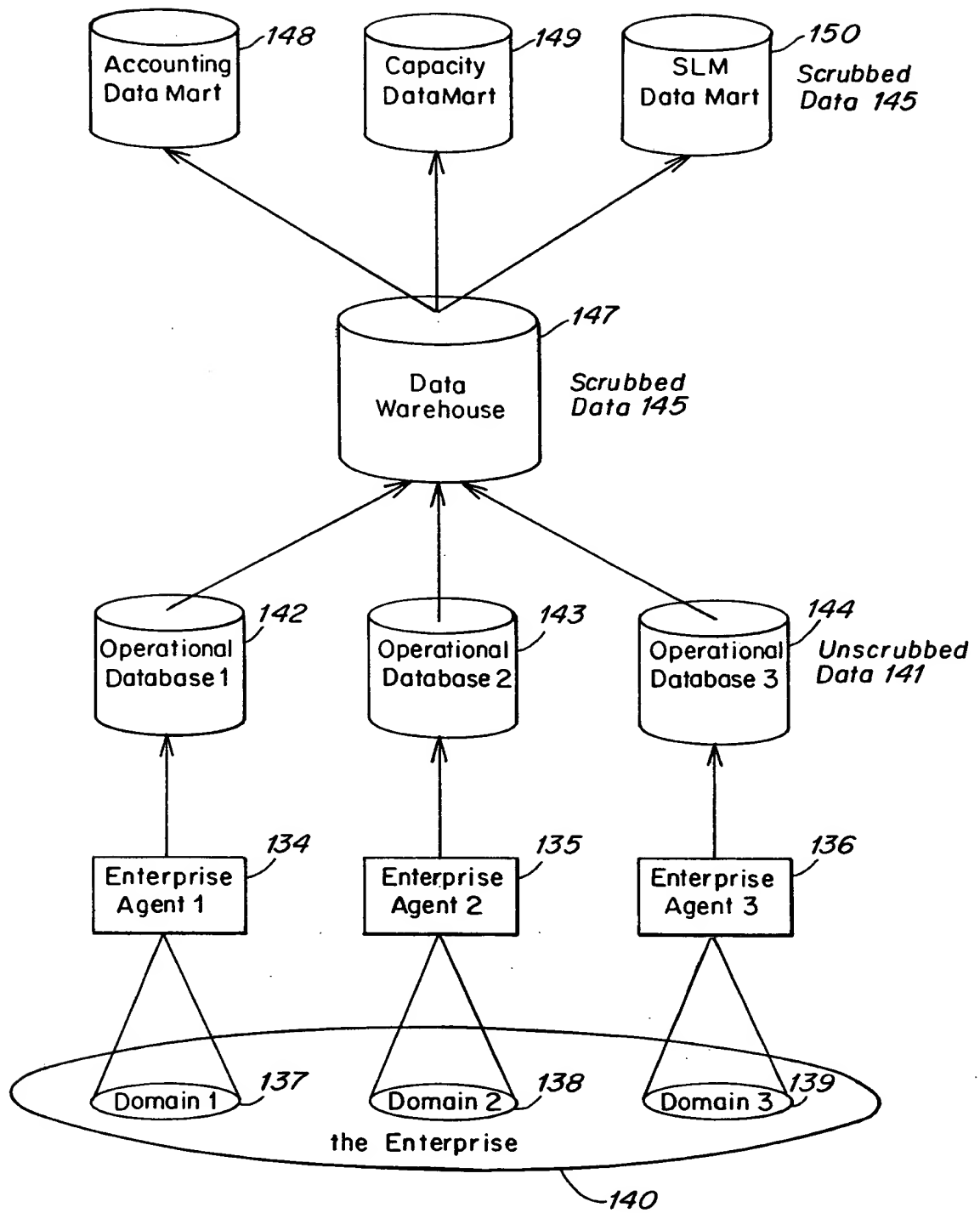
Fig. 12



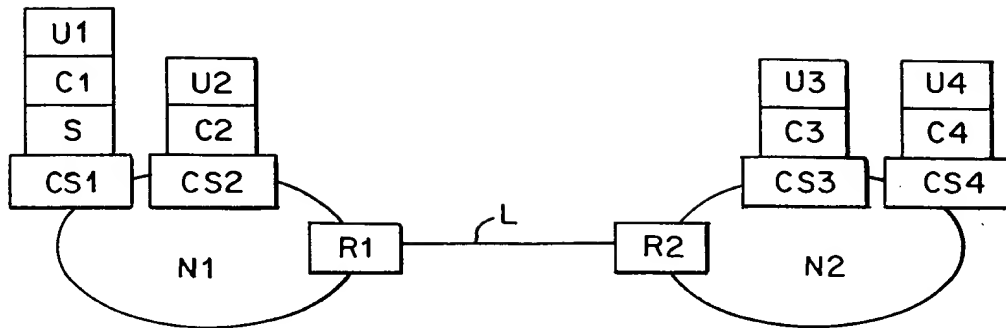
**Fig. 13**



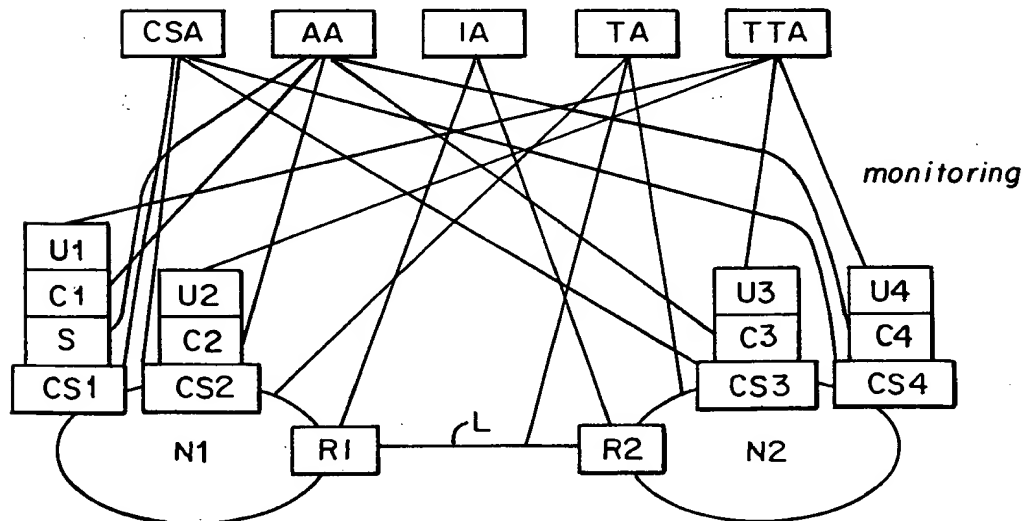
**Fig. 14**

*Fig. 15*



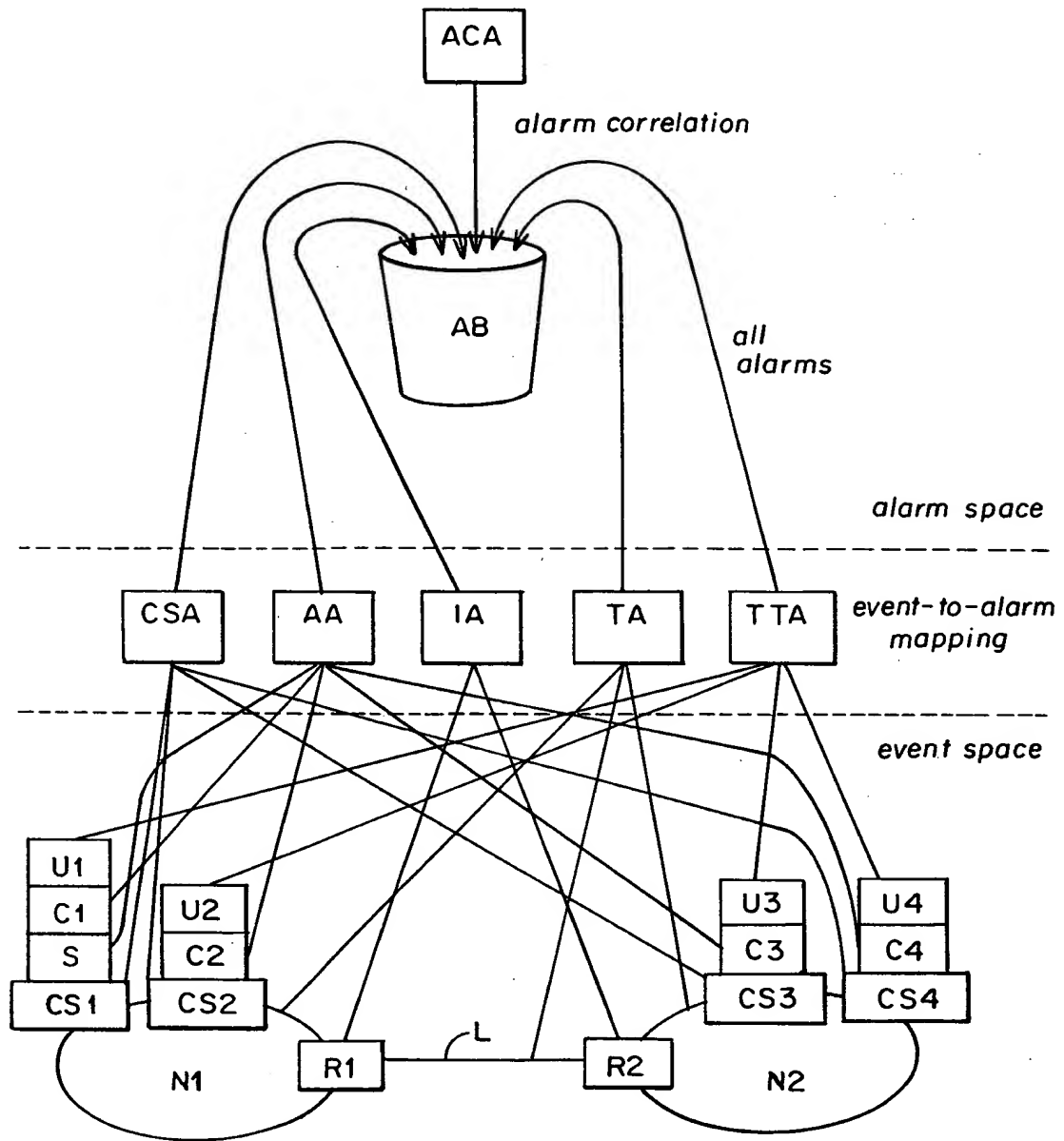


*Fig. 16*



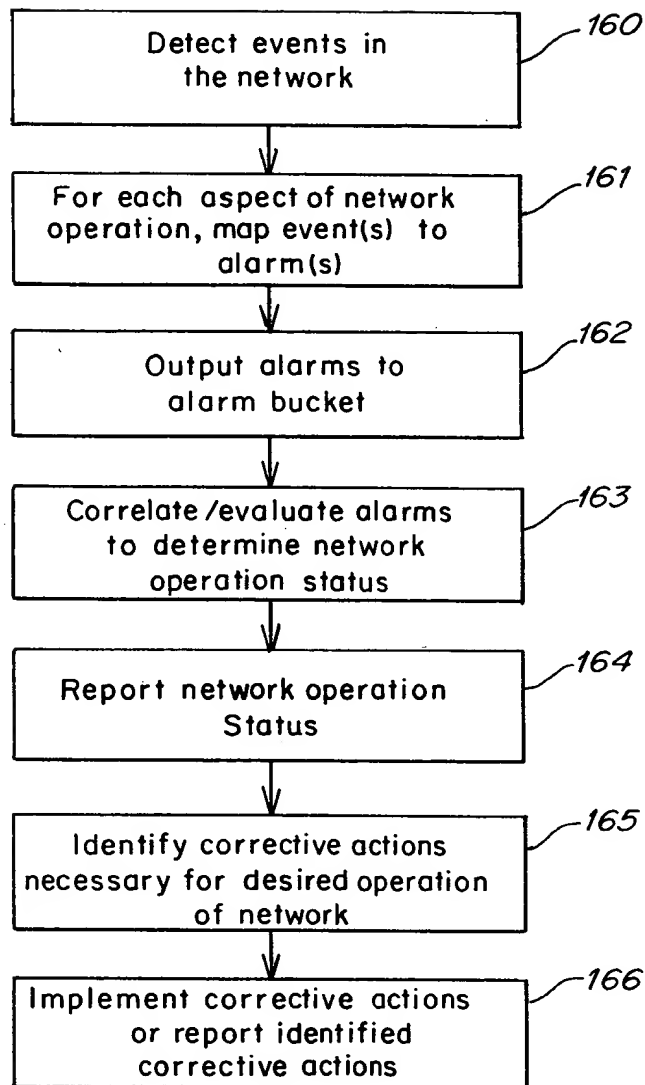
*Fig. 17*

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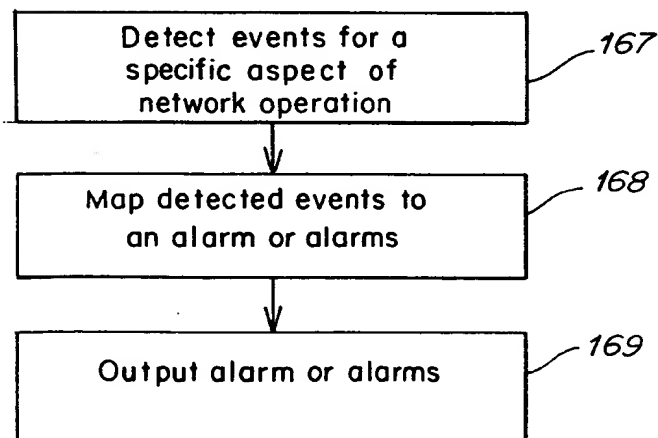


*Fig. 18*

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*Fig. 19*



*Fig. 20*

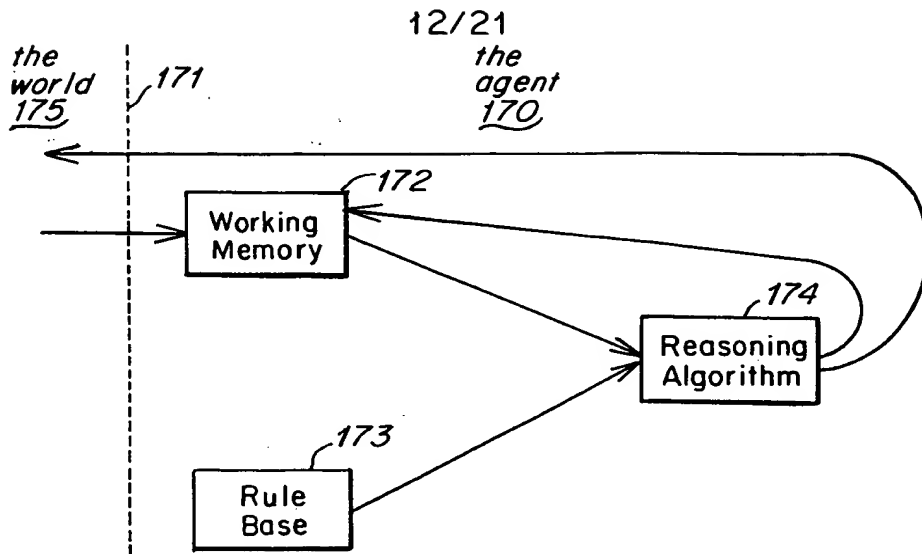


Fig. 21

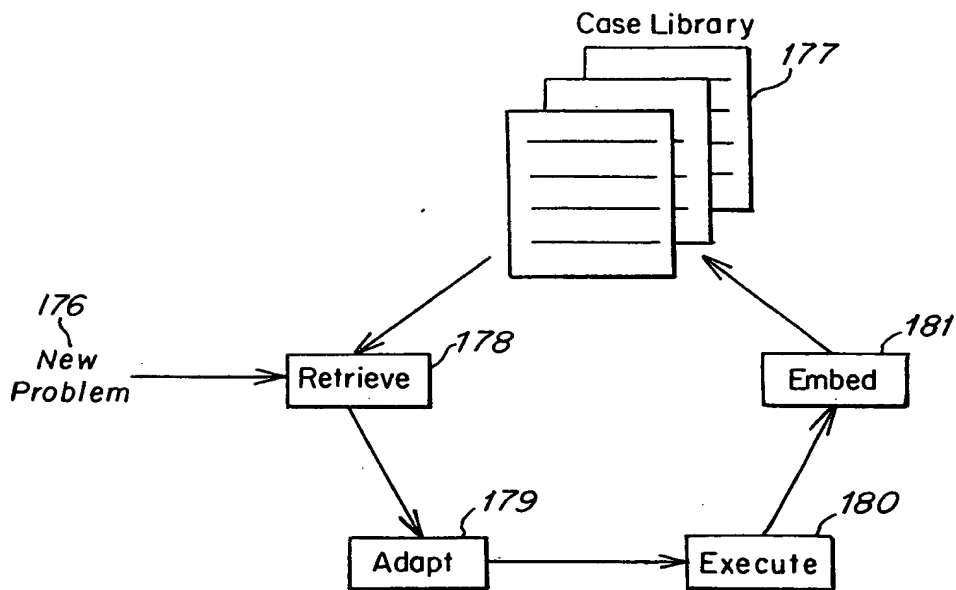


Fig. 22

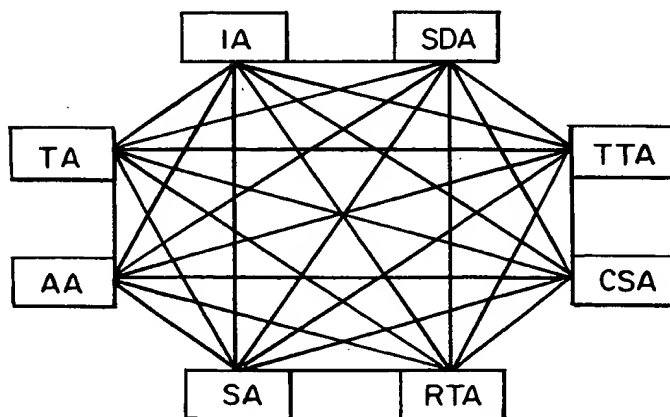


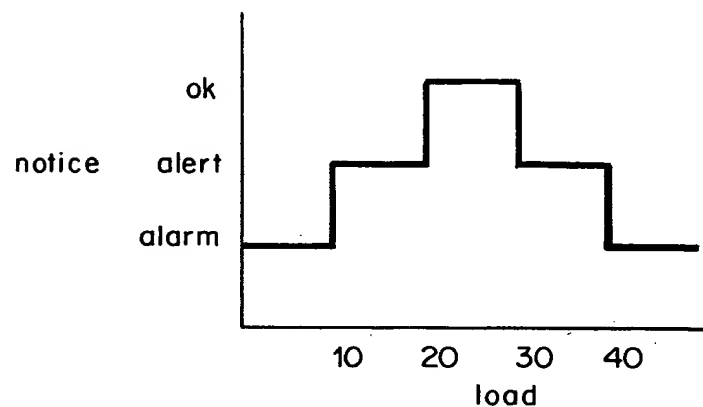
Fig. 23

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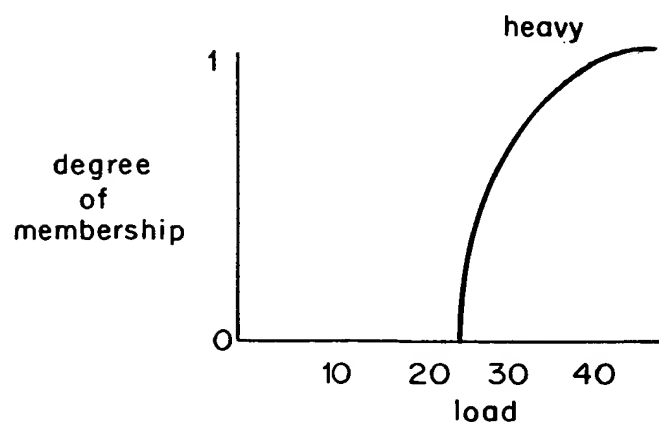
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Friday January 5 2001 <span style="float: right;">191</span>			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down ,up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

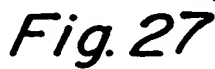
*Fig. 24*



*Fig. 25*



*Fig. 26*



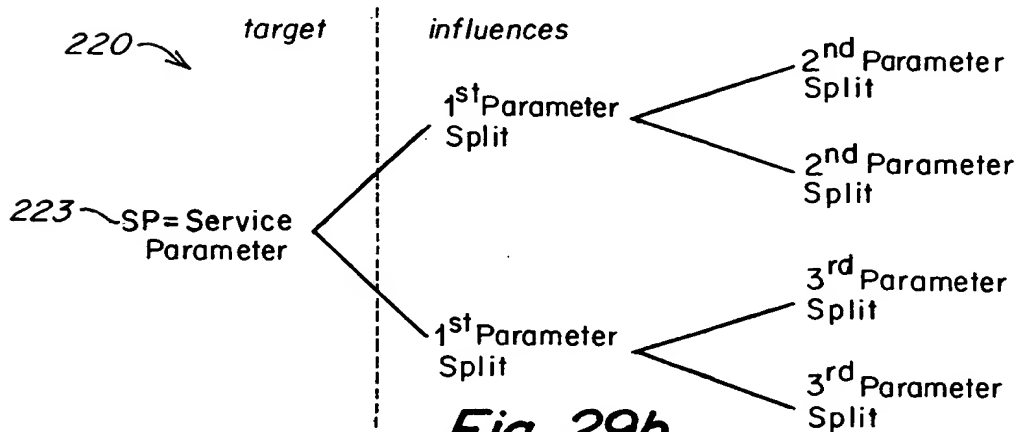
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possible influences on SP 225 target 224

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
⋮								
⋮								
⋮								

222

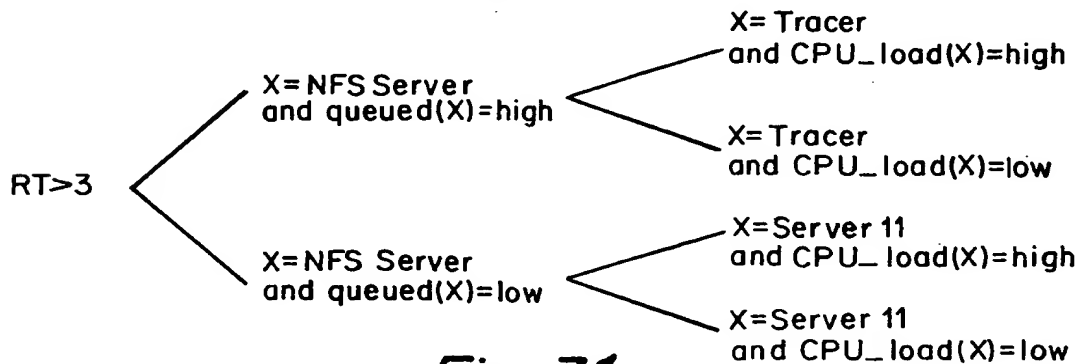
**Fig. 29a**



**Fig. 29b**



**Fig. 30**

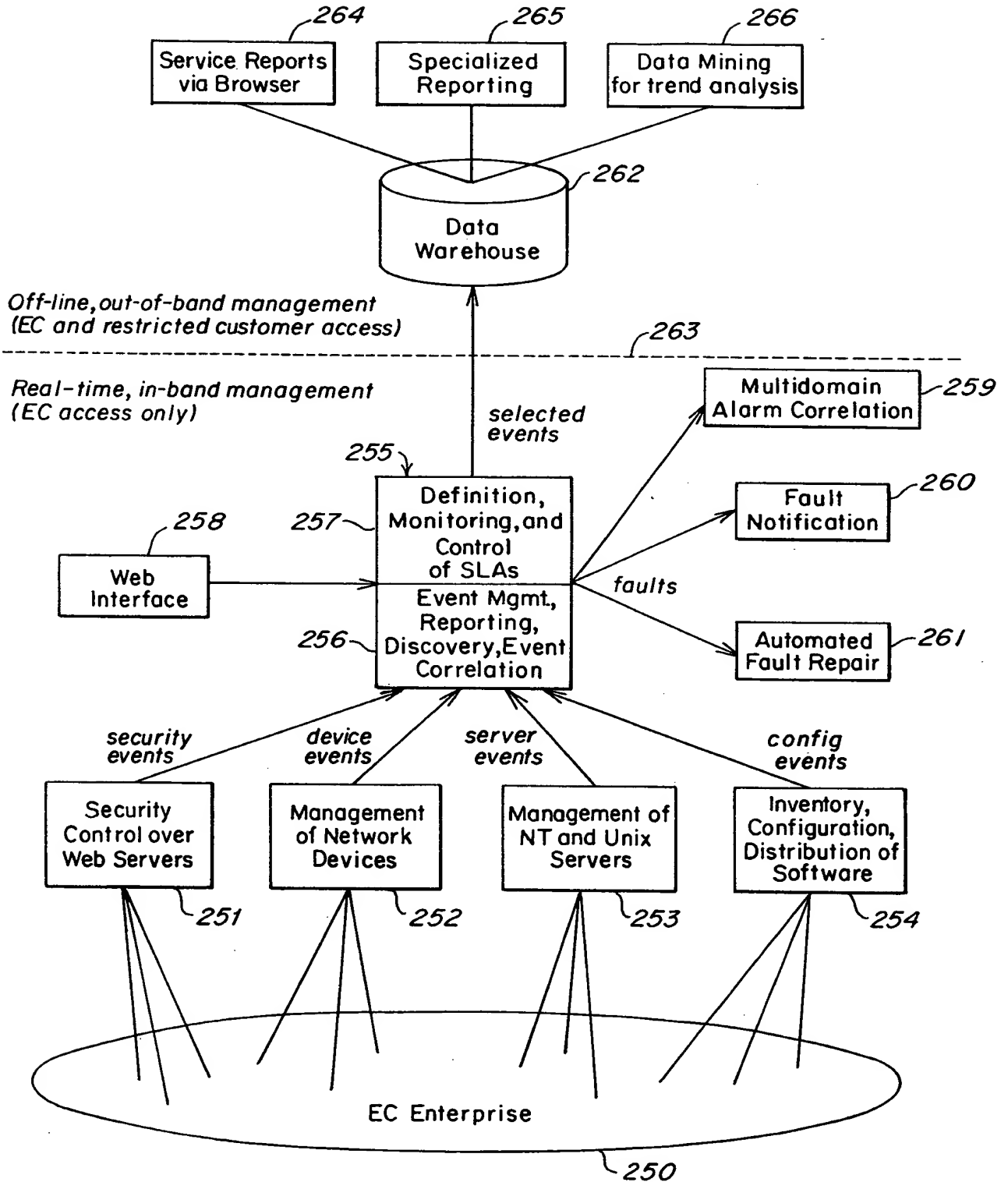


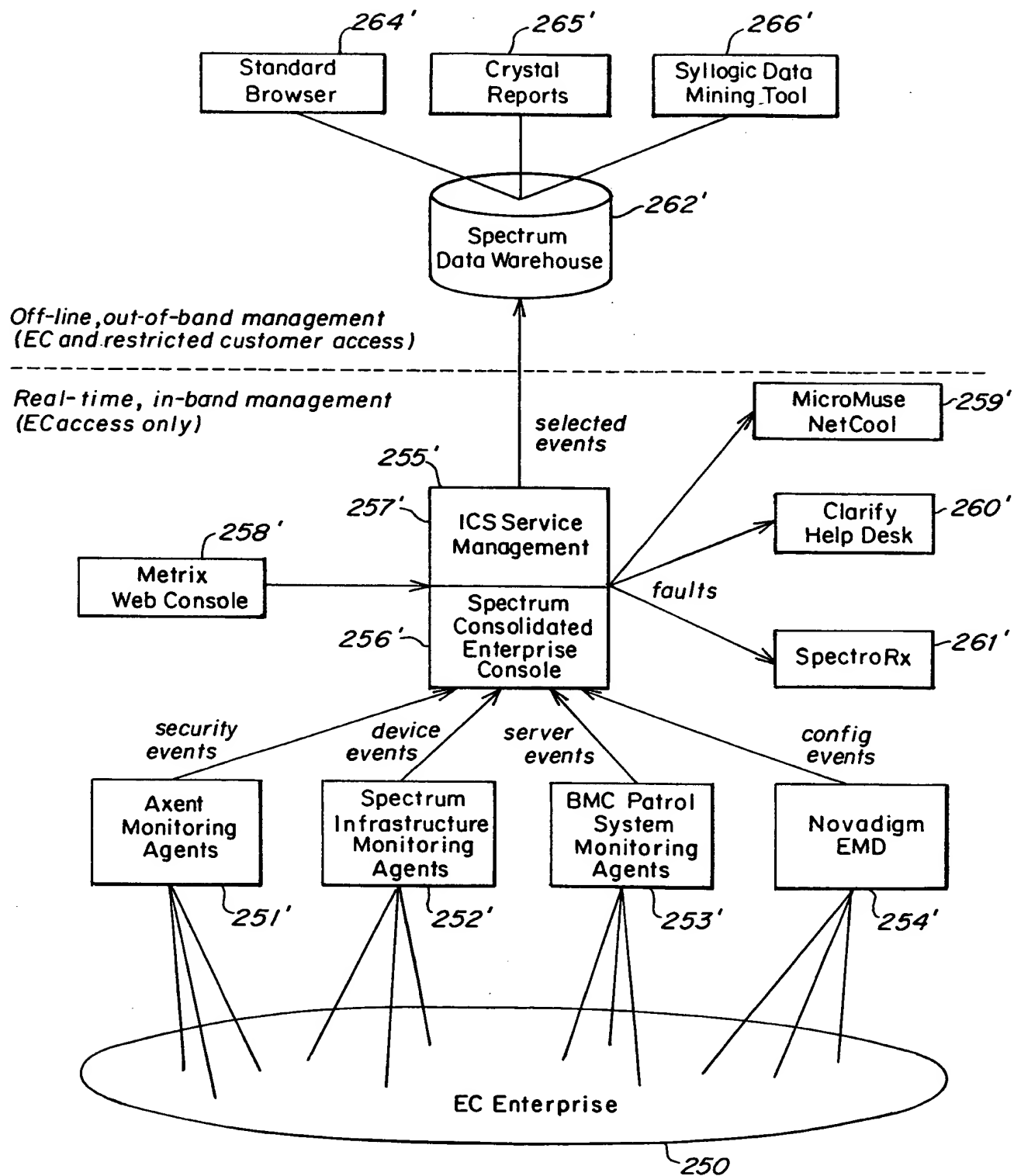
**Fig. 31**

Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)				\$___	
Response Time	___ (select 2-5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
Total:					\$___	
<i>Go Back</i>		<i>(Month)</i>			<i>Go Forward</i>	
Default: Availability___ Response time___ Security___ Integrity___						
Send			Cancel			

*Fig. 32*



*Fig. 33*

*Fig. 34*

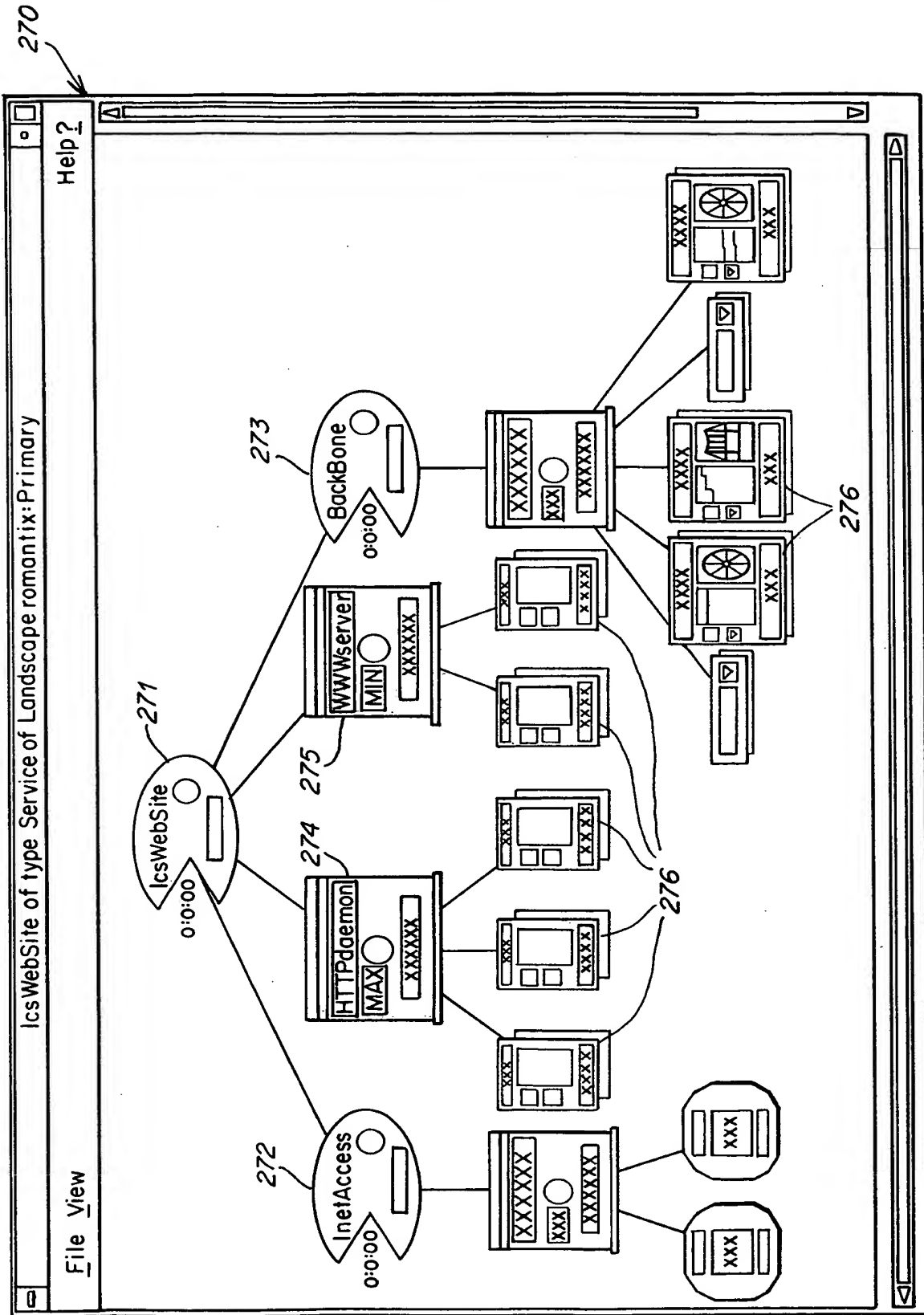


Fig. 35

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IT for Dev of type SLA of Landscape romantix: Primary ☐ Help ?

File View

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs  
 Tuesday from 08:30 hrs to 17:30 hrs  
 Wednesday from 08:30 hrs to 17:30 hrs  
 Thursday from 08:30 hrs to 17:30 hrs  
 Friday from 08:30 hrs to 16:00 hrs  
 Saturday from [ ] hrs to [ ] hrs  
 Sunday from [ ] hrs to [ ] hrs  
 Holiday from [ ] hrs to [ ] hrs

Holiday Dates  
 1,1,1,5,3,10,25,12,26,12

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ICS IT SLA\_Container of Landscape ☐ Help ?

File View

Service Level Agreements  
 xxx xxx

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Monitor Definition

Monitor Name: Downtime per week

Alarm Counter  
 xxxxxx [ ] xxxxxx  
 xxxxxx [ ] xxxxxx  
 xxxxxx [ ] xxxxxx

Unavailability  
 xxxxxx [ ] xxxxxx [ ] xxxxxx

Fixed Period  
 xxxxxxxxxxxxxx [ ] xxxxxxxxxxxxxx

Rolling Period  
 xxxxxxxxxxxxxx [ ] xxxxxx

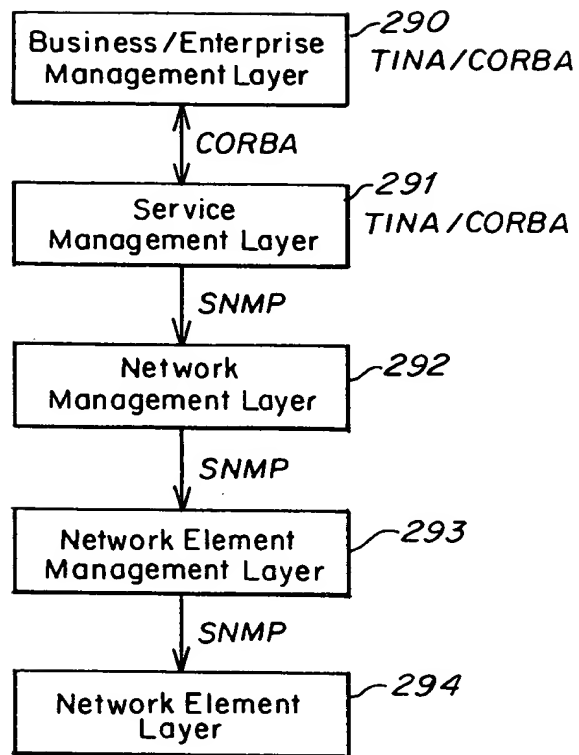
if any threshold has been exceeded [create an Alarm] with Severity [100]

Create Monitor

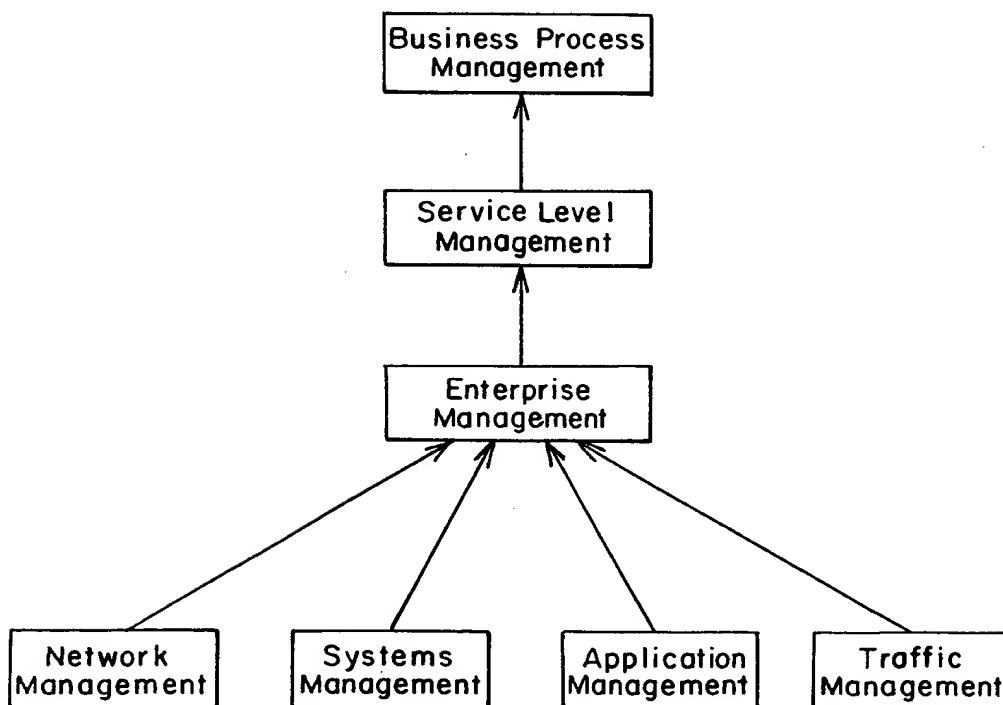
Cancel

Fig. 36

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*Fig. 37*



*Fig. 38*